

## St Paul's Medical Centre – Terms & Conditions of Service

This document describes the standard of service you can expect as a patient at St Paul's Medical Centre and the associated responsibilities you will hold as a patient.

**By continuing your registration at St Paul's you are agreeing to the terms and conditions listed below.**

We understand that there may be times when you cannot fulfil your responsibilities, just as there may be times when we are not able to meet the standards we have set. However these occasions should be rare.

### Appointments

#### ***What you can expect from us***

- We will provide a range of appointments with a variety of healthcare professionals from Monday to Friday each week excluding bank holidays
- We will make as many appointments as possible available to book online via the NHS app or similar
- We aim to provide a non-urgent (pre-bookable) appointment with an appropriate clinician within 14 working days of the request. Telephone appointments with clinicians are often more suitable and more readily available than face-to-face appointments.
- We aim to provide routine appointments with the Healthcare Assistant, Assistant Practitioner or Practice Nurses.
- We will confirm your booked appointment by text and send you a text reminder the day before your appointment is due, provided you have given us an up-to-date mobile phone number
- We will honour your appointment if you arrive late provided your arrival time is less than 10 minutes after your scheduled appointment time. If you are later than this, you will need to rebook
- We will try not to run late, but this cannot always be avoided. We will keep you informed in the surgery if a clinician is running more than 20 minutes late

#### ***What we expect from you***

- Wherever possible you will give a reason for booking an appointment so we can direct you to the most appropriate clinician who can also prepare properly for the consultation
- You will attend in good time for all booked surgery appointments and ensure you have checked in using the self-check-in monitor or by presenting to reception
- You will be available to take the call at the scheduled time for all booked telephone appointments
- You will not ask for an URGENT (same day) appointment for non-urgent matters
- You will CANCEL any scheduled surgery or telephone appointment you no longer require or cannot attend, either online or by contacting the surgery
- You will NOT use your mobile 'phone during a consultation, including making/answering calls or texts. Your mobile 'phone should be switched off or put on silent
- The clinician needs to give you their full attention. Do not allow children to run about or touch items in the consulting rooms; some of these could be dangerous.
- You will be prepared for your appointment, for example you will be sober and clean.

## Medical care and treatment

### *What you can expect from us*

- We will treat you following current, evidence-based protocols in line with local and national guidelines
- We will treat you as an individual
- We will listen carefully to your concerns and involve you in decisions about your care and treatment
- We will invite you each year, around the time of your birthday, for an annual review of your long-term condition(s)
- We will help you understand your medical conditions and how to improve your health including options for treatment and ongoing management
- We will signpost other appropriate sources of help and support
- If you require referral to the hospital or another service, we will act promptly
- We will keep our knowledge and skills up to date

### *What we expect from you*

- You will respect the clinical judgement of our clinical team
- You will follow the treatment or management plan agreed with the clinician
- You will take responsibility for your own health and wellbeing, and work towards self-management of conditions where appropriate
- You will respond to invitations for reviews advised by the practice by attending or informing us if you wish to decline. In most circumstances we expect you to attend so that we can provide the best and safest care and treatment for you.
- You will take part in appropriate local and national health screening programmes when invited

## Medications and prescribing

### *What you can expect from us*

- We will prescribe appropriate cost-effective treatment in line with current evidence-based protocols and local and national guidelines
- We will regularly review your treatment for safety and efficacy
- We will only prescribe treatments if we are confident, they are safe and effective for you. We may not have this confidence if you have not attended for reviews.
- We may change the preparation or brand of your medicine to a more cost-effective one; however, we will only do this if we are sure the change will not compromise on safety or effectiveness
- We will process your repeat prescription request ready for your nominated pharmacy or yourself within 2 full working days

### *What we expect from you*

- If you take benzodiazepine or related medications, you agree to comply with a reduction programme
- You will order your repeat medications personally whenever possible and in good time, preferably using an online service such as the NHS app, Patient Access or similar or alternatively by bringing/sending your prescription order form to the surgery
- You will only order those medications that you need, to avoid NHS waste
- You will tell us if you have stopped taking a medication or if you have had any adverse reactions for example if the medication does not agree with you
- You will nominate a pharmacy so that eligible repeat prescriptions can be sent electronically; you can change your nomination at any time
- You will accept that we cannot prescribe treatments that are readily and cheaply available to buy, such as treatments

## Communications and Customer Services

### *What you can expect from us*

- We will avoid keeping you waiting any longer than is necessary whether on the 'phone or at the reception desk
- We will always treat you with courtesy and respect
- We will listen to any concerns you wish to raise, take them seriously and endeavour to resolve them in a timely manner
- We will not hold it against you if you make a reasonable complaint to us.
- We will apply our Zero Tolerance Policy to people who are verbally or physically threatening or abusive; this may result in the offender's removal from the practice list.
- We will be open and honest if things go wrong, do our best to put them right and apologise if we have made mistakes
- We will enable you to get involved in the future development of the practice and its service by means of suggestions forms and a Patient Participation Group

### *What we expect from you*

- You will treat us with courtesy and respect
- You will make us aware directly, rather than through social media, if you are unhappy with the level of service you have received so that the matter can be thoroughly investigated and remedied

## Information we hold about you

### *What you can expect from us*

- We will only collect and record information that is relevant, accurate and timely in line with NHS and professional standards
- We will keep your information securely and confidentially in line with Data Protection legislation, NHS guidelines and retention periods.
- We will ask for your consent before disclosing personally identifiable information about you to anyone else
- We will honour your rights under the General Data Protection Regulations

### *What we expect from you*

- You will inform us promptly if you change your name, address, telephone number or email address
- Good healthcare relies on accurate and timely information. It is therefore in your best interests to be as open and honest as possible when discussing

## Premises and Equipment

### *What you can expect from us*

- We will provide a clean, safe medical centre
- We will ensure all medical equipment is regularly serviced and calibrated to maintain accuracy
- We will conduct regular infection control audits and risk assessments to reduce the spread of infections

### *What we expect from you*

- You will treat the medical centre with respect for example by not causing damage or dropping litter or used needles inside or outside the building
- If you use the car park, you agree to do so with consideration for other users
- You will treat the grounds and garden of remembrance with respect, for example not allowing dogs to foul the area
- You will take full responsibility for your own vehicles and belongings brought onto surgery grounds or premises